

In the Claims

1. (Currently Amended) A method of using voice to access call center information in a call center comprising the steps of:

connecting an administrator of the call center to a voice response server;
the voice response server processing telephone requests from the administrator for ~~call center~~ information about the call center; and
the voice response server responding to the telephone requests by providing information about the call center to the administrator.

2. (Original) The method of claim 1 wherein the step of connecting further comprises the step of interfacing with a telephony server to receive telephony input from a remote administrator.

3. (Original) The method of claim 1 wherein the step of connecting to a voice response server further comprises the step of authenticating users of the voice response server.

4. (Original) The method of claim 3 wherein the step of authenticating is performed by matching login names with passwords.

5. (Original) The method of claim 1 wherein the step of processing further comprises translating an administrator's input into a command recognized by a computer in the call center.

6. (Original) The method of claim 5 wherein the computer includes an automatic call distributor and call center command server.

7. (Original) The method of claim 1 wherein the step of processing adheres to the VoiceXML standard. processing further comprises the step of using speech recognition to

translate an administrator's input into a command recognized by a computer in the call center.

8. (Original) The method of claim 1 wherein the step of responding further comprises the step of performing text to speech translation to aurally present information to administrators.

9. (Original) The method of claim 1 wherein the step of processing adheres to VoiceXML.

10. (Original) The method of claim 1 wherein the step of processing employs learning to provide a response to the telephone requests.

11. (Original) The method of claim 1 wherein the step of processing is interrupted by a barge in request.

12. (Currently Amended) A system for using voice to access call center information in a call center comprising:

means for connecting an administrator of the call center to a voice response server,

means for processing telephone requests from the administrator for ~~call-center~~ information about the call center, and

means for responding to the telephone requests by providing information about the call center to the administrator.

13. (Original) The system of claim 12 wherein the means for connecting includes a programmable computer configured to accept telephony requests.

14. (Original) The system of claim 12 wherein the means for processing includes a voice response server comprising a programmable computer.

15. (Original) The system of claim 12 wherein the means for responding includes a programmable computer.

16. (Currently Amended) A system for using voice to access call center information in a call center comprising:

a call manager which accepts information requests from an administrator of the call center and which provides call center information about the call center,

a VXML interpreter that translates information between the administrator and call center, and
a network interface that manages transmission and receipt of data between the VXML interpreter and call center.

17. (Original) The system of claim 16 wherein the call manager is a programmable computer which interfaces to a telephony server to receive telephone input from a remote administrator.

18. (Original) The system of claim 17 wherein the call manager further comprises a telephony interface for receiving telephony input from a remote administrator.

19. (Original) The system of claim 17 wherein the call manager includes a database for authenticating users of the system.

20. (Original) The system of claim 17 wherein the call manager includes a translator for performing speech to text conversion.

21. (Original) The system of claim 17 wherein the VoiceXML interpreter includes a programmable computer for translating telephony requests to VoiceXML commands.

22. (Original) The system of claim 17 wherein the VoiceXML interpreter includes a translator for rendering VoiceXML commands into automatic call distributor commands.

23. (Original) The system of claim 17 wherein the VoiceXML interpreter includes a translator for rendering VoiceXML commands into call center command server commands.

24. (Original) The system of claim 17 wherein the network interface includes local area network, Internet, extranet, and wireless network software.

25. (Original) The system of claim 17 wherein the network interface includes a programmable computer for translating VoiceXML commands into data packets for a local area network.

26. (Original) The system of claim 17 wherein the network interface includes computer hardware which retrieves data from a local area network and translates the data into VoiceXML commands.